

KHPA Managed Care Update
September 25, 2007

Operational Oversight Meeting

- KHPA has rescheduled the operational oversight meeting to occur quarterly. Because of the progress we have made in implementing the two managed care programs we no longer require weekly meetings.
- UniCare Health Plan of Kansas and Children's Mercy Family Health Partners submit claims reports for professional, institutional and pharmaceutical claims weekly. This report includes the number of claims received, paid, denied and suspended for the last 30 calendar days.
- Both MCOs continue their effort to recruit providers.

Quality Management Plan

- KHPA has developed a quality oversight plan for the MCOs for SFY 08. The plan includes an ongoing review of network sufficiency and EQRO protocols for reporting to CMS. We are continuing to refine and revise the oversight plan and will use it as a tool to improve the access and quality of care for our beneficiaries.

Education and Outreach

UniCare Health Plan of Kansas and Children's Mercy Family Health Partners regard education and outreach to the Kansas provider community as extremely important.

- Both have completed provider workshops specific to their companies and routinely mail provider bulletins, newsletters and announcements within their networks.

Beneficiary Grievances

KHPA is pleased to report that there have been few if any beneficiary grievances.

- Beneficiaries are receiving the care they seek and KHPA continues to work with the MCOs to identify and resolve provider billing issues so that providers are reimbursed for the care they provide.